



August 22, 2017

Web Announcement 1429

Attention Personal Care Services Provider Types 30 and 83: **Flexibility of Services and Number of Visits per Day**

Personal Care Services (PCS) providers receive the *Approved Personal Care Service Plan*, which is a one-page document providing total authorized PCS hours. Time authorized is based on the recipient's functional ability within each individual task. Flexibility of Services allows for the recipient to tailor the total weekly hours within any of the nine covered personal care tasks to best meet his/her personal care service needs. Flexibility of Services does **not** allow for PCS providers to determine the number of visits per day or the number of visits per week. Frequency of visits per day, frequency of visits per week, and tasks to be performed at each visit should be determined based on the recipient and his/her personal care needs.

The intent of Flexibility of Services is to provide flexibility for the recipient in scheduling of PCS. The schedule should be based on recipients' needs and **not** the convenience of the personal care service agency or the personal care assistant. Flexibility of Services does **not** permit PCS providers to dictate recipients' PCS schedules. PCS providers who dictate the recipients' PCS schedules place recipients at risk by not recognizing their individual needs and circumstances. PCS providers who are unable to accommodate the days per week or visits per day, as requested by the recipient, should immediately refer the recipient to the local Medicaid District Office. The recipient will be offered assistance in selecting a different PCS provider.